



King County Metro (Transit)
is currently accepting applications for

TRANSIT OPERATIONS MANAGER

After 35 years of dedicated commitment and service to Metro, Jim O'Rourke is retiring. Metro is taking this opportunity to locate the most qualified candidate to step into Jim's shoes and help lead Transit Operations into the future.

Metro is seeking someone who can be a respected leader in the organization with the proven ability to manage a widespread, diverse group of employees in a manner that promotes teamwork and commitment to employee engagement.

Apply online [here](#) from March 6, 2014 – April 6, 2014 at 4:30 p.m. PST.

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MISSION STATEMENT

Provide the best possible public transit services and improve regional mobility and quality of life in King County.

Metro's Vision is to provide safe, efficient and reliable public transportation that people find easy to use. The agency offers a cost effective mix of products and services, tailored to specific market needs. No matter what community they live in or whether they have special needs because of age, disability or income, people can use public transportation throughout King County. Metro has quality employees who enjoy their jobs as evidenced by their first-rate work ethic and responsiveness to customers.

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Transit Operations Manager

The Operations Manager reports directly to the Deputy General Manager of Transit, and is a key contributing member of the Management Team; comprised of the General Manager, Deputy General Manager, Finance Manager and the Section Managers of Rail, Vehicle Maintenance, Power and Facilities, Human Resources, Service Development, Design and Construction, Customer Communications and Service, Paratransit/Rideshare Operations and Systems Development, Safety and Operations.

The Operations Manager manages the daily activities of Metro Transit's Operations section; which includes approximately 1,800 Full Time Transit Operators, 900 Part Time Transit Operators and over 200 other base, communications, training, street supervision and support staff with a biennial operating budget of approximately US\$ 516 million. The section will operate approximately 3.8 million hours of transit service in 2014, while providing service to over 118 million boarding passengers on 240 routes in a service area that extends to more than 2,000 square miles.



Key Deliverables Include:

- Setting the direction and priorities for Operations employees with a goal of providing safe, reliable and efficient bus service
- Oversee six operating bases (Eastside Campus, Atlantic, Central, Ryerson, North and South) and four supporting units (Planning and Technical Support, Service Quality, Transit Control Center and Training)
 - > Promoting efficiencies that are consistent with transit industry best practices
 - > Being an agent for change and process improvement
- Supervising the Assistant Operations Manager, ten Operations Superintendents, and various professional support staff
- Fostering strong relationships with employees and union leadership; being a vocal proponent for Operations
 - > Promoting transparency and championing strong multi-directional communication
 - > Implementing a strong succession planning program to take advantage of Metro's talented labor pool
- Serving as a member of the Management Team in setting Division priorities, strategic planning and budgeting

Minimum Requirements

The successful candidate will possess a Bachelor's degree in a related field (technical business, public and/or transportation administration, transportation planning or other related field), and six years of increasingly responsible supervisory or managerial experience; preferably in a large public transit setting; or the equivalent combination of education and experience.

The Ideal Candidate



The ideal candidate will demonstrate working knowledge of transit operations and the ability to effectively manage a large and complex operations system, multi-site project management, budgeting practices, labor relations, strategic planning and employee development and supervision.

King County Metro is seeking someone who can be a respected leader with the proven ability to manage a widespread, diverse group of employees in a manner that promotes teamwork and commitment to employee engagement.



Additional Considerations Include:

- Strong, clear communicator with a dedication to transparency, integrity and ethics
- Experience leading organizations through various types of change; including cultural, efficiency, service expansion and other types of change aimed at improving service to customers and engaging employees
- Strategic visionary with a focus on the future of Transit
 - > Knowledge of current and developing technologies to assist Metro in continuing to provide cost-effective, environmentally-friendly transit services
 - > Proven track record of innovation
- Previous experience working in a collaborative manner within a collective bargaining environment
 - > Ability to develop and nurture strong, productive relationships with union leadership, respecting established processes and fostering an environment of mutual respect
- Experience aligning section goals with an organization's strategic plan (see <http://www.kingcounty.gov/about/vision-strategic.aspx>)
 - > Will demonstrate a strong commitment to Transit Operation's motto of "Safety, Service, Schedule"



What makes this opportunity so appealing?

- King County Metro enjoys a strong partnership with the communities we serve. The King County region's commitment to public transportation has always been strong and continues to grow, even in light of funding challenges (<http://metro.kingcounty.gov/programs-projects/index.html>).
- King County Metro Transit, in conjunction with the Amalgamated Transit Union Local 587, has launched the Partnership to Achieve Comprehensive Equity (PACE), an innovative, exciting Transit-wide program of which the Operations Manager will enjoy a pivotal role, promoting equity throughout the division, across multiple sections and touching upon a variety of integral functions impacting employees.
- Continued expansion of the RapidRide lines integrated, intelligent transportation (<http://metro.kingcounty.gov/travel-options/bus/rapidride>).
- Continued use and integration of technology, including On-Board Systems and ORCA, the regional fare card connecting multiple public transportation options for customers.
- Funding challenges have opened the doors to implementing efficiencies and using technology to continue supporting the public in the most cost-effective manner possible (<http://metro.kingcounty.gov/am/future/index.html>).
- Employee development and succession planning are important for the continued success of King County Metro Transit, and with nearly 3,000 talented employees, the Operations Manager position is in a key position to shepherd innovations in these areas.



Compensation/Benefits

The salary range is \$113,110.40 – 144,768.00, depending upon relevant knowledge, skills, abilities and experience.

We offer our employees competitive compensation and benefits packages including great retirement plans, generous paid time off, employer-paid medical and dental coverage, insurance benefits, long term disability insurance options, pre-tax health care reimbursement account, employee assistance program, deferred compensation program, and more. Learn more about our benefits here:

<http://www.kingcounty.gov/jobs/benefits.aspx>.

About King County Metro

Metro operates about 220 bus and trolley routes that provided over 118 million passenger trips in 2013. The Metro fleet has about 1,480 vehicles — including both diesel and hybrid diesel-electric buses and electric trolleys. All Metro coaches have wheelchair lifts and bicycle racks.

Metro operates the nation's largest publicly owned [commuter vanpool program](#), with nearly 1,300 vans that delivered more than 3.5 million passenger trips in 2013. Metro also hosts a [regional ridematch system](#). Metro maintains 130 park-and-ride lots used by almost 20,000 commuters daily.

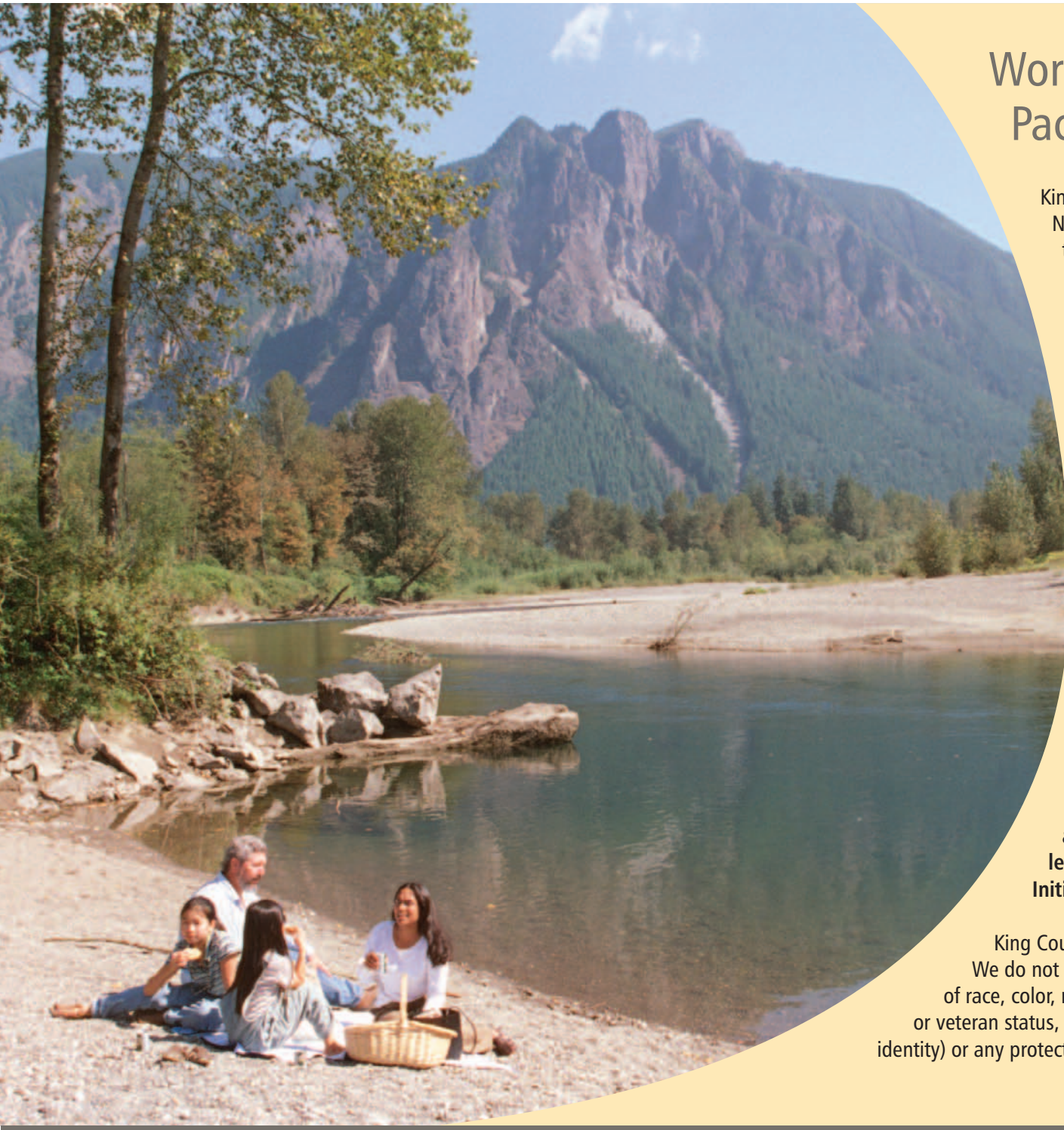
[RapidRide](#) bus rapid transit is a growing part of Metro service; six RapidRide lines will be in place by spring 2014. Other services include dial-a-ride-transit (DART) and door-to-door Access van service for people with disabilities who can't use regular buses. Altogether, Metro's fixed-route, DART, Access and vanpool services delivered nearly 120 million passenger trips in 2013.

Metro is one of seven public transportation agencies in the regional fare payment system, [ORCA cards](#). The ORCA card gives customers the benefits of fast, easy fare payment and seamless regional travel.

Metro offers services to employers of all sizes, including bus pass and commute-trip-reduction programs.

Metro is committed to sustainable operations that pollute less and consume less fossil fuel. Metro has been a leader in using cleaner fuels, developing hybrid articulated buses, and adopting green operations and maintenance practices.





Working and living in the Pacific Northwest

King County is located in the beautiful Pacific Northwest. We are 13th most populous county in the nation and our community provides award-winning schools, excellent medical care and facilities, wonderful and historic neighborhoods, beautiful parks, and great festivals and events. Our dynamic cities (including Seattle, Bellevue, and Redmond) feature the best in art, cuisine, theater and culture. Our dazzling rural areas and parks provide year-round access to the best in recreation: hiking, kayaking, boating, beachcombing, skiing, fishing and so much more.

As an employer, King County attracts and supports employees committed to making a difference in our community. The work we do as a County—health and human services, law enforcement, courts, parks, wastewater, transportation—makes a real difference to our neighbors.

King County government is committed to ensuring our county is a place of opportunity and fairness where all people thrive. To learn more about our Equity and Social Justice Initiative, please visit www.kingcounty.gov/equity.

King County is an equal employment opportunity employer. We do not discriminate in hiring or employment on the basis of race, color, religion, sex, national origin, ancestry, age, marital or veteran status, disability, sexual orientation (including gender identity) or any protected status.